

Emergency Orders – Stakeholder Management Plan

Overview

Following the implementation of Emergency Measures, there is a need to establish a structure for engaging key stakeholders, ensure feedback with internal to government partners and effectively manage the large volume of stakeholder inquiries expected in the coming days. The following plan outlines a process for triaging and managing the outreach. Given the limited timeline of the order

Objectives

Ensure engagement with key stakeholders, track stakeholder inquiries both for stakeholder management purposes and for consolidating questions raised by stakeholders in one place, establish a central repository for all Q&A's for ease of reference.

Key Stakeholder Groups

External Stakeholders: DSIBS, Federally Regulated Financial Institutions, payment processors, insurance companies crowdfunding platforms, provincial & territorial Finance Leads, credit unions, investment crypto/virtual currency platforms/exchanges, industry associations representing the aforementioned stakeholders, parliamentarians, privacy/civil liberties associations, other civil society organizations.

Outreach objective: Ensure parties understand obligations under the order; address concerns, early identification of identify issues for follow up.

Internal Stakeholders: CDIC, OSFI, FCAC, FINTRAC, Bank of Canada, RCMP, Public Safety, Justice.

Outreach objective: Regular briefs to keep partners updated and to ensure consistent feedback loop, early identification of issues and flag for follow up.

Key Messages

A [Consolidated KM/Q&A](#) document has been developed and segmented by sector to support outreach.

Tracking

A [tracking document](#) has been developed to track proactive and responsive outreach.

External Engagement Approach:

For the purposes of sequencing, stakeholders have been triaged into tiers by priority, with the objective of ensuring that most critical stakeholders are managed first. Virtual meetings should be set up between relevant Finance Canada officials for all but the lowest tier stakeholders, who we would recommend be managed on a responsive basis.

Management of internal to government stakeholders are addressed in the latter half of this document.

Tier One:

Rationale: Tier one contacts include the large entities most broadly and directly impacted by the orders, including DSIBs, the Canadian Bankers Association, select payment service providers, federal financial sector regulators and relevant industry associations. These contacts should be engaged soonest and preferably by DM + ADM with support from relevant DGs. Once initial outreach has occurred, follow up can move to working level. A list of these, with **relevant contact information is included as Annex A.**

Commented [FK1]: Confirm – is DMO participating?

Timeline for Outreach: Thursday Feb 17-Tuesday Feb-21

Senior Finance Official: Isabelle Jacques (supported by relevant DG's

Tier Two:

Rationale: Tier two contacts include other large FRFIs, credit union industry associations (CCUA + LCUC), select credit unions, payment service providers, crowdfunding platforms, and related industry associations, virtual & cryptocurrency exchanges. A list of these, with relevant contact information is **included as Annex B.**

Senior Finance Official: Isabelle for FRFIs, and DG-level for all others.

Timeline: Monday Feb 21-Thursday Feb 24

Tier Three:

These include small financial institutions, parliamentarians, privacy/civil liberties associations, other civil society organizations individual crypto/virtual currency platforms, privacy/civil liberties organizations and other civil society organizations.

These stakeholders would be responsive only. Consideration should be given to deploying a standard email to these contacts which outlines the measures contained in the orders and the related obligations. This could be distributed by DG/Director-level or above as appropriate.

Senior Finance Official: Director-level and below as required.

Timeline: Monday Feb 21-Thursday Feb 24

Internal Engagement Approach:

Federal Financial regulators should be briefed early and following that, as issues arise. A daily touchpoint with FINTRAC + RCMP should be put in place. All other government departments and agencies should be managed on a responsive basis. These contacts are included immediately below.

Organization	Contact Name	Contact Info	Finance Lead	Scheduled
Bank of Canada				
	Personal Info.		FID	
OSFI			FID	
	Personal Info.			

CDIC			
CDIC	Personal Info.	FID	
FCAC			
	Personal Info.	FID	
Fintrac		FCSMD	
	Personal Info.		
RCMP		FCSMD ₂	
		<u>FID</u>	

Annex A – Tier One Call List

Organization	Contact Name	Contact Info	Finance Lead	Scheduled Y/N
FRFIs				
Canadian Bankers Association	Personal Info.		Isabelle	
DSIBs				
Scotiabank			Isabelle	
TD			Isabelle	
CIBC			Isabelle	
BMO			Isabelle	
National			Isabelle	
RBC			Isabelle	
Desjardins			Isabelle	
CCUA			Isabelle	
PSP				
Payments Canada				
Interac				
Insurers				
Insurance Bureau of Canada	Personal ↓		Isabelle	
Intact insurance				
CHLIA				
	Personal ↓	Personal ↓		

Commented [FK2]: Was supposed to happen Feb 18 – not sure if this has

Commented [FK3]: I believe these calls have been scheduled already.

Insurance Bureau of Canada	Personal Info.			
Provincial & Territorial Counterparts				
Ontario Ministry of Finance	Personal Info.			
Ministère des Finances du Québec				
BC Ministry of Finance				
Manitoba Ministry of Finance				
Ministry of Finance, Alberta				
Saskatchewan Minister of Finance				
Newfoundland,				

PEI Department of Justice and Public Safety	Personal Info.			
Nova Scotia				
New Brunswick Financial and Consumer Services Commission				
NWT Department of Finance				
Yukon Department of Finance				
Nunavut Department of Finance				

Annex B – Tier 2 Call List

Organization	Contact Name	Contact Info	Finance Lead	Scheduled
FRFIs				
Laurentian Bank	Personal Info.			
HSBC				
ATB Financial				
Credit Unions				
Meridian CU	Personal Info.			
LCUC				
VANCITY				
Payment Service Providers/MSBs				
Visa	Personal Info.			
Mastercard				
Paypal				
Paytechs of Canada				
Square				
Amex Bank of Canada	Personal Info.			
Apaylo				
MOGO				
Square				
Moneris				
Nanopay				
Neo Financial				
OTT Pay				
Square				
Stripe				

Telpay				
Wealthsimple				
Western Union				
Wise				
Trendigo				
TappyTech				
Virtual Currency Service Providers/MSBs				
Canadian MSB Association				
Crowdfunding Platforms				
Insurance Companies				

Tier Three Contact List

Organization	Contact Name	Contact Info	Finance Lead	Scheduled